

STATE OF SOUTH DAKOTA CLASS SPECIFICATION

Class Title: Park Manager

Class Code: 90521

A. Purpose:

The Park Manager manages a state park by implementing administrative directives and standard procedures such as interviewing, recommending for hire and training seasonal employees; conducting risk management inspections; preparing and prioritizing an annual work plan for maintenance and operations; providing information and education about park procedures and programs to the public; maintaining park facilities at maximum efficiency; and performing administrative tasks to meet customer needs and expectations, provide public and staff safety, and protect and preserve natural resources.

B. Distinguishing Feature:

Park Managers manage the daily operations and maintenance of a park unit or a collection of park units within a park district.

District Park Supervisors manage the operations of an assigned park district within a park region.

Assistant Park Managers provide administrative assistance to Regional Park Supervisors, District Park Supervisors, or Division Staff Specialists.

C. Functions:

(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions which may be found in positions of this class.)

1. Coordinates permanent, seasonal, volunteer and trusty staffing to ensure adequate personnel to accomplish the park's maintenance and operation needs and special projects during the recreational season.
 - a. Recruits via local media, career days and word of mouth to solicit applicants; provides information about available jobs in the park; and assists interested individuals with information about the application and hiring process.
 - b. Coordinates with Department of Corrections' staff to arrange for trusties to work in the park.
 - c. Reviews applications and chooses those to be interviewed, matching applicants to available jobs.
 - d. Participates in the interview process with other permanent staff and recommends hires.
 - e. Participates in orienting and training seasonal staff in park policies and procedures.
 - f. Prepares and monitors work schedules.
 - g. Teaches job skills, and safety and work procedures.
 - h. Teaches equipment operation, maintenance and safety in use and handling.
 - i. Provides customer service training and recommendations.
 - j. Evaluates performance.
 - k. Recommends solutions to disciplinary and performance problems.

2. Directs the maintenance and repair of facilities and grounds to provide the best possible services for customers and an atmosphere conducive to recreation and relaxation.
 - a. Prepares and prioritizes an annual work plan of repair and maintenance projects.
 - b. Maintains buildings by training and directing staff to perform painting, carpentry, plumbing and electrical work.
 - c. Maintains grounds and natural areas by training and directing staff to mow, landscape, cut down and remove trees, prune and trim trees, plant trees and ornamental shrubs; and by developing and implementing controlled burns, vegetative restoration, haying contracts, etc.
 - d. Oversees and performs turf management tasks such as fertilizing, applying herbicides and planting grass.
 - e. Implements the weed control program by spraying weeds or directing those who do, and ensuring sprayers are certified and trained in spraying procedures and handling and applying chemicals.
 - f. Manages trails by inspecting signs, monitoring trail development, overseeing trail grooming and interpreting park procedures to special interest groups who develop and use the trails.
 - g. Manages equipment by overseeing use and maintenance; repairing as much as possible or getting repairs done; and recommending large repairs or replacements.
 - h. Determines extent of repairs to camping pads, roads and parking lots; coordinates delivery of materials; and schedules work, personnel and equipment.
 - i. Makes sure waste material is disposed of in compliance with environmental and health laws by locating compliant sites and teaching safe handling.
 - j. Winterizes park facilities by shutting off water, emptying lines, adding anti-freeze to drains, boarding over windows and vents, turning off electricity, etc.; and reverses the process in the spring.
 - k. Coordinates materials, equipment and personnel to riprap shorelines and stream banks and prevent erosion.
 - l. Inspects dams and recommends and schedules repairs.
4. Performs administrative tasks to provide support and insight for the park district and to comply with department policies and procedures.
 - a. Recommends capital development and preventive maintenance needs at assigned park units.
 - b. Conducts risk management inspections to identify potential hazards, incorporates damage control repairs into the annual work plan, trains seasonal staff to correctly use corrective action forms and follows up to ensure hazards have been eliminated.
 - c. Inspects active projects for compliance with contracts, and ensures contractors are not creating hazards for park users.
 - d. Prepares and justifies operation and maintenance budgets, and monitors expenditures.
 - e. Develops a law enforcement plan for assigned park unit(s), and coordinates with State Radio on communication systems.
 - f. Manages campground activities by generating, troubleshooting and distributing reservation system reports; and resolving conflicts.
 - g. Accounts for and audits records of revenue collected and park licenses sold.
 - h. Purchases supplies, utilities and services; and completes vouchers to pay bills.
 - i. Prepares reports of park visitation, campground statistics, vehicle use, monthly activities, time sheets and work plans.
 - j. Solicits bids for materials and services, selects contractors, prepares contracts and monitors contract implementation.
 - k. Coordinates special events by reviewing and approving applications, explaining park procedures, facilitating the permit process, assigning camp sites and other facilities, arranging for extra staff to be present and providing adequate services and supplies.

- l. Keeps required records such as spray reports, corrective action forms, etc.
 - m. Takes samples of drinking water and water at swimming beaches, sends samples to laboratories, repeats samples if necessary and posts warnings at water sources in accordance with applicable laws.
5. Provides information and education on park programs to a variety of recipients to foster public relations for the park district and the division.
 - a. Explains park rules to visitors and enforces them as needed to resolve conflicts.
 - b. Develops, coordinates and conducts interpretive programs.
 - c. Conducts environmental awareness activities for schools and other groups.
 - d. Writes articles for newspapers and magazines, and prepares presentations for community groups.
 - e. Attends sport shows to represent the department.
 6. Performs other work as assigned.

D. Reporting Relationships:

Reports to a Regional Park Supervisor or a District Park Supervisor. Does not supervise but acts as a lead worker.

E. Challenges and Problems:

Challenged to prepare and prioritize an annual plan of work. This is a challenge because it requires a thorough inspection and evaluation of park facilities and grounds; determination of necessary projects and the scope of work in each project; judgment on the level of risks and their effect on public and staff safety and customer service; determination of manpower, equipment and material needs; and whether work should be accomplished during the recreational season or the off-season. Further challenged to provide thorough and adequate training to seasonal employees. This is difficult because the employees typically start work at the same time the recreation season begins; and extensive policies, procedures, job skills, safety practices and customer service practices must be conveyed to them to prepare them for their jobs.

Problems include securing skilled seasonal applicants; matching people to jobs from applications and brief interviews; constant training of trustees which is required because of turnover, often from day to day; dealing with inmate attitudes and personalities, and complying with the requirements of the Department of Corrections; monitoring contractors working in the park who may create hazards to public safety; managing conflicts without law enforcement authority; responding to public expectations while maintaining a forty-hour work week; keeping track of and auditing revenue when all employees sell permits and collect money; making do with outdated or borrowed equipment; scheduling work to avoid travel time using up the forty-hour work week; working alone in remote areas; and getting everything done before the season opens.

F. Decision-making Authority:

Decisions include which projects can be included in the annual work plan for later attention and which need to be done immediately; whether projects will need a crew to accomplish them, or whether they can be done by one person in the off-season, or whether they should be done by an independent contractor; how extensive repairs must be, and what materials will be needed; the priority of projects within an allocated amount of money and time; assignment of personnel, equipment and materials; employee work schedules; resolutions to visitor conflicts; the content of articles and presentations; the content of interpretive programs; selection of local contractors and vendors; whether or not group activities are compatible with park natural resources and other park visitors; recommendations for hiring seasonal employees; recommendations for disciplinary actions; recommendations for maintenance and operations needs; and recommendations for capital development and deferred maintenance projects, and capital assets purchases.

Decisions referred include approval of hires; budget requests and unplanned expenditures; capital development and deferred maintenance projects; purchases of capital assets; overtime; purchases over a specified dollar amount; disciplinary actions for seasonal employees; how to handle situations requiring interpretation of policies and procedures; and sensitive media issues.

G. Contact with Others:

Daily contact with the public to provide customer services and resolve conflicts; and with vendors to purchase supplies, materials and services; weekly contact with region staff to exchange information on projects, coordinate equipment use and schedule personnel; and with the media to provide information on park services and programs; monthly contact with department staff such as the planners to coordinate projects; with other state agencies such as Fleet and Travel Management to coordinate vehicle repairs, Bureau of Personnel to discuss personnel issues; with law enforcement agencies to seek assistance for conflict management; and with federal agencies regarding lease issues, and reports on land use.

H. Working Conditions:

The Park Manager works in a typical office environment and outdoors in all types of climates and weather conditions; works on the water and on ice; resolves conflicts with the public; is exposed to hazardous materials and chemicals while cleaning and spraying weeds; works with a variety of equipment such as farm tractors, loaders, bobcats, etc., and with assorted tools and landscaping equipment; routinely lifts heavy items; works on ladders and in bucket trucks while trimming trees; and often works in remote areas alone.

I. Knowledge, Skills, and Abilities:

Knowledge of:

- the principles and practices of park management;
- interpretive programming;
- natural and cultural resources and related management practices;
- landscaping design and implementation;
- basic carpentry, plumbing and electrical skills sufficient to perform required building maintenance and repair;
- cleaning methods and chemicals.

Ability to:

- communicate effectively with park users, other staff, division managers and the general public;
- visualize park enhancements and estimate costs of development and benefits;
- prepare and justify annual operating plans and budgets;
- enforce park rules and regulations;
- operate, repair and maintain a variety of equipment and tools;
- perform administrative tasks such as keeping accurate records, collecting money auditing others' records, writing local contracts for services and buying supplies;
- use a computer and various software and teach others how to use them;
- provide work direction to permanent and seasonal employees, volunteers and trustees.